



Pickering Transport
GROUP

ABN: 24 004 651 692

PICKERING TRANSPORT GROUP PALLET POLICY – [Effective 1/08/2025]

Pickering Transport Group (PTG) is committed to providing the highest level of service to its customers, and this policy has been created to provide concise advice to all relevant parties involved in the handling of hire pallets.

PLEASE NOTE: By transacting in the movement of pallets with Pickering Transport Group, your agreement to these fees, terms, and conditions is recognised, acknowledged and accepted.

Pickering Transport Group can only accept transfers onto our pallet account with prior arrangements from accepted trading partner accounts that meet the following conditions below.

Pickering Transport Group can only accept responsibility for hire pallets that meet the following terms outlined in this policy unless a separate valid agreement is already in place. PTG policy will take precedence in the event of an expired agreement. All freight movements are subject to our general T&C's. www.ptg.com.au/terms

Pickering Transport Group is only able to accept WOODEN PALLETS, that meet the manufactures specifications of CHEP Pallet (10001) and LOSCAM Pallets (WP). No other hire equipment will be accepted onto our pallet account. Pallets not in good condition will be rejected.

This policy will facilitate effective pallet management, assist in accurate data recording and minimise any applicable charges that may be raised by PTG.

Consignor

The Sender of freight accepts and acknowledges that all pallet transfer dockets will be rejected unless they meet the following requirements:

- A PTG issued booking number must be used as the pallet transfer docket reference number.
- For multiple destinations, separate transfer dockets must be provided for each receiver & the corresponding individual booking number per each freight movement.
- Default trading terms for all pallet transfers onto the Pickering Transport Group account are to include a 30 day delay.
- The sender is required to supply 2 copies of a valid Pallet Transfer Docket allowing for one to be signed and returned to the sender and the other retained by Pickering Transport Group.
- All pallet transfers must be received by PTG within 14 days. Transfers received outside of this time or without valid information will be rejected.
- You may submit a request for an invalid transfer to be reviewed by the pallet controller. This request needs to be substantiated before consideration by Pickering Transport Group to be accepted and can only be actioned as of the date of request.



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Consignee

Direct Transfer (DTF) - Our preferred method of controlling pallets is the sender raising a Direct Transfer to the end receiver. This will not attract an additional booking fee. You must notify PTG at the time of the booking if a DTF will be raised.

Transferring pallets to PTG - You must notify PTG at the time of booking which of the following subsequent actions are to be undertaken, prior to transferring pallets to PTG.

- **PTG Transfer Pallets to Receiver** - In the event a DTF has not been done, the onus is on the sender to provide the receiving customer's chep/loscam account number in advance. This is required for PTG to issue a pallet transfer docket to the end receiver.
- **PTG Pallet 1:1 Exchange with Receiver** - you may nominate to exchange 1:1 with the receiver. If pallets are not available at the time of delivery, a \$45 fee will be charged per pallet space to cover the return trip to recoup and dehire these pallets. PTG would also have grounds to reject transfer from Sender if pallets are deemed unrecoverable.

Where the receiver's pallets are considered unrecoverable, the sender is to package the freight on plain pallets and recover the cost of packaging and handling through their receiver. Or arrangements can be made for the customer to hand unload upon delivery & further charges will apply. i.e. local recollection fee & de-hire.

Any pallets owed to Pickering Transport Group must be returned as soon as practical. Pallets that cannot be recovered and remain outstanding for greater than 5 business days will incur a recoupment charge of **\$55*** per pallet.

Effective pallet management can be achieved using the following guide:

Do's

- Do use PTG Booking number as reference.
- Do advise PTG hire pallets are being used.
- Do plan ahead with Direct Transfers.
- Do provide PTG with receivers' pallet account.
- Do familiarize yourself with PTG Terms and Conditions. www.ptg.com.au/terms

Don'ts

- Don't use hire pallets if receiver doesn't have a chep/loscam account.
- Don't use hire pallets if receiver doesn't have hire pallets on hand to exchange 1:1
- Don't use hire pallets if you don't agree to PTG Terms and Conditions.



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Pallet Supply

You should request all pallets directly from the relevant manufacturer and subsequently make a freight booking if Pickering Transport Group is to facilitate this freight service, and will incur additional transport costs. This must be done as a direct transfer to your pallet account and we will not accept this pallet transfer.

Pickering Transport Group policy is not to exchange pallets with senders on pick-up or dropped into depots. If senders hold a valid CHEP/LOSCAM account, they may submit a request for an independent freight booking to transfer pallets to their account. This will be subject to availability, delivery charges and a \$1.50 supply fee per pallet is also payable. Empty pallets should be booked in bundles of 15, as it is a pallet space on most vehicles.

Transaction Enquiries

All corrections / Rejections must be submitted to Pickering Transport Group within 90 days. Supporting documentation should accompany the request for it to be actioned. Rejected transfers will only be accepted onto the PTG account upon receipt of signed supporting documentation as of the date requested.

Pickering Transport Group reserves the right to reject or correct any transfer submitted to us based on PTG consignment note &/or what was physically received. Non-compliance with this policy may result in the suspension of trading terms. *All prices shown are exclusive of GST and subject to change.

Debra O'Connor
PTG Group Pallet Controller
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